Student Fees Refund Procedure

Section 1 - Introduction

(1) This procedure outlines the circumstances and eligibility criteria for refund of student fees.

Section 2 - Scope

(2) This procedure applies to the refund of the following fees:

a. Commonwealth Supported Place (CSP) 'student contribution';
b. Student Services and Amenities Fee (SSAF);
c. International student Tuition Fees;
d. Domestic Postgraduate Student Fees; and
e. Non-Award Student Tuition Fee.

Section 3 - Commonwealth Supported Place (CSP) 'Student Contribution'

(3) Postgraduate and undergraduate Commonwealth Supported Place students (CSP students) who have paid their 'student contribution' up-front are entitled to a refund for a course or program if they withdraw from the course or program before the census date in a term.

(4) Generally, CSP students who withdraw from a course or program after the census date are not entitled to a refund. However, in special circumstances CSP students may apply to the University for a refund of all or some of their student contribution. Applications must include supporting documentation. Refer to the Refunds and Remission of Debt website.

Section 4 - Student Services and Amenities Fee (SSAF)

CSP Students

(5) Commonwealth Supported Place (CSP) students can either:

a. defer their Student Services and Amenities Fee (SSAF) through SA-HELP, as they can their CSP fees; or
b. pay their SSAF upfront to the University of Newcastle (University).

(6) The University cannot refund SA-HELP debts incurred by students under any circumstances. Students who elect to defer their SSAF debt through SA-HELP will remain liable for the SSAF debt, even if their tuition fees are refunded or their HECS-HELP or FEE-HELP loans are reduced following withdrawal from a course or program.

(7) Accordingly, clauses 5, 6, 8 and 9, do not apply to CSP students who defer their SSAF through SA-HELP.

Full refund

(8) The University will fully refund the SSAF to students who, before the census date for their program:

a. voluntarily withdraw from their program;
b. take program leave from a term of study; or
c. withdraw from all their courses in a term of study.

Partial refund

(9) The University will partially refund the SSAF to students who, before the census date for their programs, reduce their academic load from full time to part time. The refund will be on a pro-rata basis.

No Refund

(10) The University will not refund the SSAF to students who, after the census date for their programs:

a. voluntarily withdraw from their program; or
b. withdraw from all their courses in a session of study. In these circumstances, the student will remain liable for the SSAF for the relevant period of study.

Refund in case of administrative error

(11) The University will accept liability for any SSAF liability incurred by a student due to an administrative error by the University. If the student paid the SSAF upfront, the University will refund to the student the amount of the SSAF for which the University is liable.

Section 5 - Deposits for Student Tuition Fees paid by International Students

(12) In certain circumstances international students may be entitled to a full or partial refund of any deposit paid towards their tuition fees. Please refer to the Refund Procedure for International Students.

Section 6 - Domestic Postgraduate Student Tuition Fees

Liability for Fees

(13) Any student who is permitted by the Senior Deputy Vice-Chancellor (Academic & Global) to enrol after the census date shall be liable for the full fees due in that term.

(14) Failure to pay the fees due by the census date will result in cancellation of enrolment for the term.

Refund

(15) The University will refund tuition fees to students who withdraw in writing from a course prior to the census date. The University shall deem the student not to have been enrolled in the course.

No Refund

(16) Other than in exceptional circumstances, the University will not refund tuition fees for a course if the student withdraws from the course after the census date (regardless of whether the student is permitted to withdraw after the census date).

(17) Applications for exceptional circumstance refunds must be made in writing to the Senior Manager, Student Administration within 12 months of the formal notification of withdrawal and include supporting documentation. Refunds may be granted in exceptional circumstances with approval of the University Registrar.

Section 7 - Non-Award Student Tuition Fees

Refund

(18) The University will refund tuition fees to students for non-award courses if they withdraw from the course before the census date for the term.

No refund

(19) The University will not refund tuition fees to students for non-award courses if they withdraw from the course after the census date for the term.

Status and Details

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Effective Date	7th September 2026
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Approval Authority	Senior Deputy Vice-Chancellor (Academic & Global)
Approval Date	7th September 2026
Expiry Date	Not Applicable
Responsible Executive	Belinda Yourn Senior Deputy Vice-Chancellor (Academic & Global)
Enquiries Contact	Bridene Doherty Senior Manager, Student Administration 0249215923 Student Central

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Census date" - The date in each term on which a student / candidate enrolled in a course is deemed to be financially liable for the course.

"Course" - When referring to a course offered by the University, a course is a set of learning activities or learning opportunities with defined, assessed and recorded learning outcomes. A course will be identified by an alphanumeric course code and course title. Course types include core courses, compulsory courses, directed courses, capstone courses and electives. For all other uses of this term, the generic definition applies.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Postgraduate" - Any qualification being at the level of Graduate Certificate or above.

"Program" - When referring to learning, a program is a sequence of approved learning, usually leading to an Award. For all other uses of this term, the generic definition applies.

"Student Services and Amenities Fee (SSAF)" - Is a fee collected by the University to fund non-academic student services and amenities.

"Term" - When referring to an academic period, term means a period of time aligned to an academic year for the delivery of a course in which students enrol and for which they are usually charged fees for example semesters, trimesters, summer, winter or full-year term. The academic year for a term is determined by the academic year in which the course commences, not concludes. For all other uses of this term, the generic definition applies.

"Undergraduate" - Refers to any qualification up to and including the level of a Bachelor Honours degree.

"International student" - A student (as defined by the University) who is not an Australian citizen, Australian Permanent Resident or New Zealand citizen (or dual citizenship holders of either Australia or New Zealand). This includes students who will be studying offshore and those who will be studying onshore and have a student visa, provisional residency, temporary residency, bridging visa, or any other category of non-permanent visa for Australia.

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